

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### United Plastic Fabricating Inc

#### Massachusetts Manufacturing Extension Partnership

#### United Plastic Fabrication Achieves ISO 9001/2000 Certification

##### Client Profile:

United Plastic Fabricating, Inc., is located in North Andover, Massachusetts, (corporate) with additional manufacturing facilities in Ocala, FL; Neenah, WI; and Dayton, NV. Employing over 250 employees, UPF manufactures custom designed polypropylene tanks for the fire protection market, trucking market, and various industrial markets. UPF's Poly-Tank water tank for fire apparatus is the industry standard offering weight savings and corrosion resistance versus conventional galvanized steel. Other fire service products include tanks for slip-in units, large wet sided tanks, foam trailers, and elliptical tanks. They supply the trucking industry with several products including the world's first polypropylene service body, the PolyBody. Industrial markets are supplied with a variety of custom designed plastic tanks, ducts, sinks, cabinets, and panels.

##### Situation:

UPF desired to implement the ISO 9001/2000 quality management system throughout their operation for two primary reasons: 1) to help facilitate expansion into the Department of Defense military market and other industrial markets, and 2) to help improve first piece yields and manufacturing efficiencies. ISO implementation would also have to be coordinated not only in the North Andover facility, but also in their other three manufacturing locations utilizing the same standardized levels of quality documentation throughout.

##### Solution:

UPF chose the Massachusetts Manufacturing Extension Partnership (MassMEP), a NIST MEP network affiliate, and its partner, Prism eSolutions, to provide ISO 9001/2000 training, consulting, and coordination. Additionally, they chose to utilize Prism's web based "equationASP Program" so as to coordinate the project throughout the multi-state locations. The kick off training was held on 9/22/03 and the final pre-registration audit was conducted on 6/7/04.

UPF successfully passed their ISO 9001/2000 certification audit in Massachusetts in June 2004, and in Wisconsin and Florida in July 2004. The Nevada facility is also certified and will be audited directly in the future. They "raised the flag" at a company-wide celebration held November 10, 2004. It is expected that new markets will now open up for them with the government resulting in increased sales and jobs. One position has already been added in North Andover to help coordinate government procurement opportunities.

##### Results:

- \* Received ISO 9001:2000 certification.
- \* Anticipated increased sales and jobs.

##### Testimonial:

[www.mep.nist.gov](http://www.mep.nist.gov)



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"I am proud of the teamwork and dedication to continual improvement shown by everyone at UPF that made this certification possible. We are committed to providing excellent service to our customers. Our quality management system reflects this commitment, as does our quality policy to: Continually Improve Everything We Do and to Give Our Customers More Than They Expect."

Joseph Lingel, President/CEO